



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2010

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.20	3.70	2.43
B. Operator Answer Time - Information [730.510(a)(1)]	8.97	11.41 *	6.40	8.93
C. Repair Office Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.50%	98.60%	99.70%	99.26%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.70	1.80	1.80	1.77
H. Percent Repeat Trouble Reports [730.545(c)]	5.50%	7.80%	10.00%	7.76%
I. Percent of Installation Trouble Reports [730.545(f)]	9.90%	11.08%	9.63%	10.20%
J. Missed Repair Appointments [730.545(h)]	1	4	1	2
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2010**